B 39/trouble/answers

Answers and Feedback for

Trouble in the Training Room Exercise

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Question A (Answers and Feedback)

1. [This is unfair to Sally and is sexual discrimination. She has done nothing to]
   [disqualify her from playing the role of the victim.]

2. [Correct! Albert's actions are inappropriate and in violation of company]
   [policy. He has made himself ineligible and ineffective for the role.]

3. [Albert is in violation of company policy. You should talk to him about this in]
   [private, not threaten him before the entire class.]

4. [Unwise. Albert has made it clear that he will focus attention of the class on]
   [sexual aspects of the situation, and not first aid procedures.]

5. [This constitutes failure to assume your proper authority and can be construed]
   [as complicity in the sexual harassment of Sally.]

Question B (Answers and Feedback)

6. [It is important to discuss what has happened and the issue of sexual]
   [harassment, but now may not be the best time. Anyway, a lecture is not the]
   [best way to handle this situation.]

7. [Sally's face gets red, and she becomes angry. You have patronized her.]
   [Your actions have further contributed to a sexist incident.]

8. [Albert curses you and further disrupts the class. Your remark has patronized]
   [and threatened him. The other class members also become angry at you.]

9. [Your remark insults and demeans the other men in the class. Only Albert has]
   [misbehaved. Many members of the class become argumentative and angry.]

10. [Correct! Three persons volunteer, one of the other women and two men.]
    [Class members settle down and attend to the first aid task.]

Question C (Answers and Feedback)

11. [Correct! There is a problem and it is unwise to proceed until it is dealt with.]

12. [This does not help and things soon get much worse as Albert and his friends]
[become even more loud and obnoxious, and other class members become]
[angry.]

13. [George says, "Lighten up! It was an accident! I'm trying to help you out."]
[You have insulted George and added to the problem.]

14. [You are responsible for teaching this information. Rushing through the]
[remainder of the activity won't be effective and will leave class members]
[confused and probably upset.]

15. [This does nothing to teach the lesson, or solve the problem, and is clearly]
[a shirking of your responsibility as an instructor.]

Question D (Answers and Feedback)

16. [This is not the main problem. Anyway, it has already happened and can't be]
[undone.]

17. [Correct! Little productive work will be possible until this problem is dealt with.]
[ ]

18. [Correct! Their abuse has now extended to George. If you continue, Sally and]
[the other first aid role players may be subjected to more harassment.]

19. [This is not the problem. Even with same gender actors, inappropriate]
[touching can occur or be alleged. Homosexuality is even more an issue.]

20. [Someone may try to make trouble for you later, but this is not the immediate]
[problem. You need to think about other matters. Anyway, you are clean.]

21. [You heard George apologize to Sally and her accept his apology. You]
[should not attribute intentional misconduct to George without good reasons.]
[It is unfair and sexist to do so.]

22. [It is unfair and sexist to attribute such motives to Sally. People have many]
[reasons for volunteering for such roles, including being helpful.]

Question E (Answers and Feedback)

23. [Correct! You need to confront Albert and it is best to do so in private if possible. But Albert barks, "Anything you have to say, say it here!"]

24. [This is demeaning to Sally, George, and the other class members. You are now engaged in sexual harassment of Sally and George.]

25. [This is demeaning to Sally, George, and the other class members. You are now engaged in sexual harassment of Sally.]

26. [Albert laughs and tells you to go to hell. The other class members are clearly upset with you and Albert. You have made a bad problem worse.]

27. [This is demeaning to George, Sally, and the other class members. You are now engaged in sexual harassment of George.]

Question F (Answers and Feedback)

28. [This won't help. Albert already has made it clear he means to have a public]
[confrontation. Better to do so on your terms in the classroom than his outside.]

29. [Correct! You have told Albert how you feel and why. You have criticized his]
[behavior and not his person. Albert sits down and is quiet.]

30. [Never! You are the instructor. You are in charge. Asking this question]
[invites trouble. The class can easily degenerate into a shouting match.]

31. [This makes things worse. You lose support from the other class members]
[who see you lose your cool. Albert curses you and escalates his actions.]

32. [Albert curses you and says, "Just try it you SOB!" Humor is a good way to]
[defuse a situation, but not here, and not at the expense of another person.]

Question G (Answers and Feedback)

33. [This won't help. It also communicates to the class that you don't know what]
    [to do, or are not serious about your job as an instructor.]

34. [Correct! You have honestly expressed your feelings, identified the problem,]
    [and invited its discussion. You have avoided name calling and blaming.]

35. [This makes you sound legalistic and moralistic. This type of message often]
    [turns people off, or suggests that you are running scared.]

36. [This is a threat. It makes all members of the class uncomfortable and tells]
    [them you feel you and they are unable to handle the situation on your own.]

37. [Earlier this was a good idea. Now it is not likely to work. Feelings and]
    [tensions are too high. You need to deal with the problem now.]

Question H (Answers and Feedback)

38. [Correct! You need to keep the discussion on course. Your goal should be to]
[help class members understand the issues and the policy.]

39. [Not a good idea. You have now joined in on the name calling. You lose]
[respect in the eyes of class members.]

40. [Not a good idea. You have now joined in on the name calling. You lose]
[respect in the eyes of class members and encourage Albert to persist.]

41. [This offends the class. They have had a hard time too. Your remark suggests]
[they are ignorant, incompetent, and unimportant compared to your needs.]

42. [Albert has repeatedly demonstrated what he thinks, and that he intends to]
[disrupt the class. Not a good move.]

Question I (Answers and Feedback)

43. [You are playing into Albert's hands and letting him intimidate you. This action]
[will encourage him to continue to make trouble for you.]

44. [You have met his threat with a threat of your own. Now you are resorting to]
[his tactics, and you may be loosing face with him and the others.]

45. [You may be right in frankly expressing your opinion, but this in probably not]
[the most effective response at this time.]

46. [Correct! If Albert apologized, this would be wrong. But he has not. He is]
[attempting to manipulate you. It is wise to walk away and not play his game.]

47. [Albert's remarks, and the place and way in which they were presented,]
[show him to be scheming and not about to listen to reason.]

Question J (Answers and Feedback)

48. [Correct! He should be there so he can hear your statements and you his,]
[and so facts can be clarified.]

49. [Correct! Albert should have an advocate present. The union steward is the]
[logical person. He or she can help clarify and resolve the issue.]

50. [Sally was not part of the problem. There is no need to involve her at this time.]
[If necessary she can be called later to describe what happened.]

51. [George was not part of the problem. There is no need to involve him at this]
[time.]

52. [This is impractical and unnecessary. However, it would be a good idea to]
[have a list of all the class members who were present.]

53. [The presence of a company attorney may be helpful from the managements]
[perspective, but may be perceived as escalating the problem.]

Question K (Answers and Feedback)

54. [Correct! A well designed exercise, class activity, or discussion could have]
[help prevent the situation from developing.]

55. [This is sexual discrimination. It is illegal and unfair.]
[ ]

56. [Hands-on role play first aid simulations are good teaching devices because]
[they provide realistic practice for critical skills. They may save miners lives.]

57. [Instructors have limited power. Most of their power resides in their skill in]
[teaching, and in their expertise in the material being taught. Expelling people]
[from class is generally not possible. It is also apt to be viewed as a sign of]
[the instructor's inability to cope with difficult persons and issues.]

58. [In this mine and in others, men and women work together. Injuries are not]
[restricted to those parts of the body that are socially OK to touch. Miners]
[need to learn how to treat all types of injuries they may encounter.]

Question L (Answers and Feedback)

59. [Sexual harassment is sexual harassment. The age or attractiveness of the]
[man or woman is not the issue.]

60. [Correct! It should make no difference. It is normal and healthy for people to]
[be friendly and dress to be attractive. Fifty percent of all marriages now end]
[in divorce. Being attractive and being divorced should not imply that a woman]
[(or a man) is on the make, or wishes to be pawed or propositioned.]

61. [Think about the description of Sally that is given above. Think about your]
[response to this question and the other questions. Now, suppose Sally was]
[your wife, or sister, or mother. Would your thinking about how she should be]
[treated change? Should Sally have the same respect and rights as you]
[expect for yourself and for your female loved ones?]